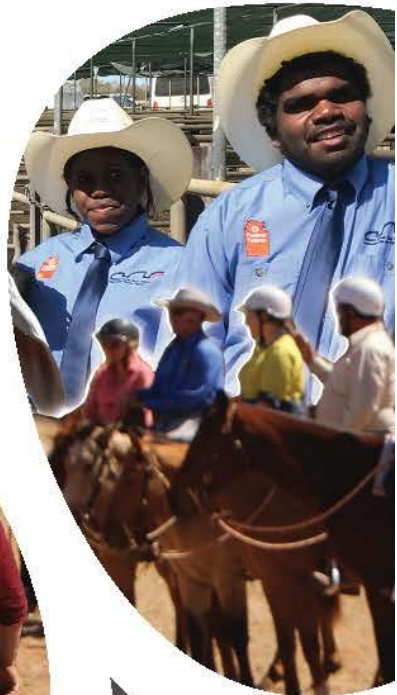


Department of EDUCATION AND TRAINING
Student Handbook
For Vocational Education and Training



Acronyms	Full form
RTO	Registered Training Organisation
VET	Vocational Education and Training
CBT	Competency Based Training
LLN	Language, Literacy and Numeracy
USI	Unique Student Identifier
AQF	Australian Qualifications Framework
NCVER	National Centre for Vocation Education Research Ltd
RPL	Recognition of Prior Learning
NT	Northern Territory
DET	Department of Education and Training

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Introduction

The Registered Training Organisation (RTO) offers nationally recognised training to students in Years 9, 10, 11 and 12; allowing them to learn a variety of skills and knowledge through accredited training in job related and technical skills.

The RTO delivers nationally accredited Vocational Education and Training (VET) which may form part of the Northern Territory Certificate of Education (NTCET) and is delivered through competency-based training. When enrolled in a VET course, students complete qualifications or part of qualifications that are recognised Australia-wide and can link to employment, apprenticeships or further training. Training is delivered by industry trainer assessors in simulated work environments to prepare students for life outside of school.

A key pillar of the national VET system is that nationally endorsed qualifications, skill sets and units of competency are recognised across the country, regardless of where they are issued. Students will not be required to repeat any unit they have already been assessed as competent, unless a regulatory requirement or license condition requires this. If a student provides suitable evidence that they have successfully completed a unit at any RTO, a credit transfer will be given for the unit/s should it result in a full qualification.

Upon successful enrolment, this handbook is designed as a tool for students to use throughout the course. It outlines the Department of Education and Training's (the department) roles and responsibilities as an RTO in providing students with training and support services that will assist them in completing the training program. This handbook outlines the responsibilities of a student within the RTO and what is expected of them.

Our vision and values

Our Vision

The RTO will work with, regions, communities, schools, students and other key stakeholders to deliver quality educational services for young people across the Northern Territory (NT). The RTO will ensure the services reflect current and future social and economic needs of the Territory and that the services and systems are responsive to the needs of our communities and schools. Through the RTO's commitment to providing higher quality vocational education services, secondary students of the Northern Territory will have access to vocational pathways and NTCET outcomes.

Our Values

Our values underpin our organisational culture and behaviour. They guide staff in the RTO to deliver quality services to Territorians and to achieve the best performance at work.

Collaboration

We believe in the power of teamwork, fostering strong partnerships between students, schools, educators, and industry to create meaningful learning experiences and vocational pathways.

Innovation

We embrace new ideas, technologies, and training methods to ensure learning remains relevant, engaging, and aligned with industry needs.

Accessibility

We are committed to ensuring that all students, regardless of their background or circumstances, have an opportunity to engage in contextualised vocational education relevant to their local industry pathways.

Qualification levels

It can sometimes be difficult to know whether to study a Certificate I, II or III level qualification. The RTO are happy to discuss the training level which will suit students best.

Certificate I	A Certificate I provides foundational skills and basic knowledge for individuals with little to no prior experience, preparing them for further training or entry-level work. It focuses on routine tasks in a structured setting, developing essential workplace skills like communication, teamwork, and problem-solving with supervised support.
Certificate II	A Certificate II provides learners with essential industry-specific skills for entry-level employment or further study, focusing on basic operational knowledge and hands-on training in a workplace or simulated environment. It encourages independent work with limited supervision
Certificate III	A Certificate III qualification provides learners with the skills and knowledge required for competent job performance in skilled roles across various industries. It combines theoretical knowledge with hands-on practical training, preparing individuals for employment, apprenticeships, or further study. Learners are expected to apply initiative, problem-solving, and technical skills in real or simulated work environments.

Competency-Based Training

Competency-Based Training (CBT) is a structured approach where learners must demonstrate the ability to perform specific tasks and skills to industry standards.

The training is designed to give students skills through tasks and activities that are meaningful, engaging and applicable to a vocational context. These are called the required skills and required knowledge. Those skills will then be demonstrated on projects in simulated work environments in industry on a work placement. The training is made up of separate units of competency.

Each unit has performance criteria, knowledge and skills which tells students and the trainer assessor, what they will be able to do by the end of the unit (how well you should be able to perform each skill).

Assessment under Competency-Based Training

Each unit of competency has information about the standards of performance each student has to meet, it is easy for the trainer assessor to assess if the student has achieved competency. This predetermined standard of competency must be achieved for a student to be awarded a grade of Competent. If after assessment the student has not quite reached the competency standard and further time or another attempt is needed, assessment will be marked as **not yet competent**, and further opportunities will be given if reasonably possible.

Trainer Assessors

The RTO's trainer assessors are experts in their field who are committed to providing quality training and support throughout the course. They will train and mentor students, conduct assessments and support for the duration of the course. If students have any questions or concerns about their training, please speak with the trainer assessor. They are there to make the students' journey and learning experience as smooth and enjoyable as possible.

Our Courses

The RTO has a range of nationally recognised qualifications, skill sets, part qualifications and accredited courses listed on its scope of registration. Please feel free to view the RTO Scope of Registration at: <https://training.gov.au/Organisation/Details/40499>.

Entry Requirements

Entry requirements for the qualifications are mentioned in the flyer or can be discussed with the RTO.

Enrolment

Pre-Enrolment

The RTO ensures that students have the necessary skills, knowledge, and experience to successfully complete the course. Before enrolment or the start of training, students will undergo a suitability evaluation. A nominated evaluator will collaborate with the student and conduct a suitability evaluation. This will ensure that students are placed in the most appropriate courses and receive any necessary support and are set up for long-term success in both their studies and future careers.

The RTO provides information to students prior to enrolment through the following media:

- course flyers
- Unique Student Identifier (USI) fact sheet
- student handbook.

Enrolment

The training journey begins when a student enrolls in their chosen qualification by filling out the enrolment form. This form is accessible via a link or QR code provided on school and course-specific flyers. Personal and sensitive information is collected in line with the 'RTO privacy and data collection' procedure and is managed according to the 'RTO records management' procedure.

If a student encounters any difficulties while completing the enrolment form, they should seek assistance from the trainer assessor.

Student Induction

Once students are enrolled in the program, students will be inducted for the course they are enrolled in by the trainer assessor. The student induction will cover contents from the student handbook including work health and safety for basic housekeeping of the site.

Unique Student Identifier

It is a government requirement that all students studying for a VET qualification have a USI. A USI is a reference number made up of 10 numbers and letters that allows students to access a USI account. A USI will allow an individual's account to be linked to the National VET Data Collection where an individual can see their training results from all providers including completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript and will ensure that students' VET records are not lost.

The USI is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course. To create your USI, please go to this web address and follow the prompts: <https://www.usi.gov.au/students>

Note: the RTO will not be able to issue any statements of attainment/certificates without a verified USI.

Fees, Charges and Refunds

The RTO is owned and operated by the department and is therefore a public provider. The RTO does not charge any fees associated with application or processing of credit transfers including Recognition of Prior Learning (RPL) as per the 'fees, charges and refunds' policy.

Course Delivery

The department RTO offers courses that may be delivered through two primary methods:

- direct delivery by the RTO itself
- delivery by a third-party organisation on behalf of the RTO.

In cases where a third-party is involved, a formal agreement is in place between the department and the third-party provider. This agreement is registered with the Australian Skills Quality Authority (ASQA) and authorises the third-party to deliver training under the auspices of the department RTO. This arrangement ensures that all training, regardless of the delivery method, meets the required standards and quality expectations set by the RTO and regulatory bodies.

Provide Credit for Prior Studies/Credit Transfer

Credit transfer allows students who have completed the same or equivalent unit of competency at another RTO to apply for credit towards their current course. This recognition can apply to individual units, qualifications, or skill sets based on provided evidence. However, credit transfer is not granted for partial completions of units obtained entirely through recognition from another RTO.

Students will not need to repeat units in which they have already been assessed as competent. If a student has an Australian Qualifications Framework (AQF) certification or authenticated transcripts from any RTO, they should present these to their trainer assessor, who will forward them to the compliance team for verification of credit transfer eligibility. The RTO accepts authentic VET transcripts issued by the USI registrar as well.

Document Verification

Students are required to provide these documents if they are applying for credit transfer. The RTO must be provided with original parchments, transcripts, statements of attainment or certified copies of these documents.

Recognition of Prior Learning

RPL is a process that assesses your competency, acquired through formal and informal learning to determine if you meet the requirement.

Students can apply for RPL if they have done some relevant learning through training, work experience, part-time work, volunteering, life experience or other means. In such cases where the student has demonstrated their prior knowledge of the learning outcome, the trainer assessor will work with the student, the VET coordinator, teachers or any other personnel who can assist, to determine the potential for a successful application process.

RPL is like any other assessment, there are a number of ways it can be assessed. For example, this may be assessed in an interview, oral or written questioning of knowledge and skills, video or referee reports and work histories.

For further information about RPL and its processes, please speak with your trainer assessor.

Educational and Student Support Services

As part of the enrolment process, the RTO may ask students a range of questions to identify if they require any educational and support services. At any stage during the course, if the student would like further support, please speak with the trainer assessor.

Educational support services may include, but are not limited to the following:

- oral assessments (this must be completed individually and not as a group activity)
- adapting teaching methods to help students learn better
- using different ways to show student learning
- getting help with staying on track
- receiving more time to think and answer
- support and communication meetings
- additional learning material or alternative/adapted course work available for self-paced learning.

The following processes will be applied for students considered to be **at risk**:

- when a student is identified as **at risk**, the school representative and the trainer assessor will work together closely to implement one of the support networks mentioned above.

Individual Student Support Plans

If the suitability evaluation suggests that the student will need individual support, the RTO staff member will send an 'individual training and support plan' to the student and the assigned trainer assessor. The RTO will also review the 'individual training and support plan' along with the trainer assessor at agreed times, making any necessary adjustments and documenting them in the plan. Once updated, the revised plan will be emailed to the relevant members.

Support, Counselling, Welfare and Guidance Services

Students who need welfare and guidance services can indicate this on the enrolment form or speak to their trainer assessor at any time. The RTO will support with access to welfare and guidance services. The people available to help students include:

- training manager
- VET coordinator
- counsellor
- school chaplain
- industry engagement officer
- language literacy and numeracy specialist
- mentors.

If a student requires specialised support, a referral to an appropriate external agency may be provided.

Access and Equity

Everyone is entitled to high quality education and training. The training programs and facilities are designed, wherever possible, to maximise students' opportunities for access to and participation in training and to ensure equal and fair access; irrespective of gender; culture; linguistic background; race; socio-economic background; disability; age; marital status; pregnancy, or carer's responsibilities.

RTO staff will use appropriate language to promote equitable access to the relevant information and are required to demonstrate principles of access and equity when dealing with students, the community and other staff.

Flexible Learning

The RTO offers flexible training delivery, which may involve adjusting timetables to accommodate weather conditions or align with cultural and community activities. Additionally, changes may be made to support students in developing individualised programs that cater to their specific learning needs.

Transitional Arrangement

Due to unforeseen circumstances, the RTO may need to cancel or postpone a course. Where the RTO is unable to provide services for the committed student, they will offer the student/client the opportunity to transfer to an equivalent course of equal value. The transitional arrangement ensures that the student's qualification remains aligned with industry standards. The RTO will assist students in transitioning to the most current qualification within 12 months.

Attendance

When participating in an accredited training program students are expected to attend, actively participate and complete all scheduled training to receive their qualifications. If a student is unable to attend a scheduled session, they may need to provide adequate notice and explanation to their relevant trainer assessor. Student attendance will be recorded electronically, and the hard copy sheet will also be retained as evidence of attendance for each unit of competency.

Withdrawal

Once students are successfully enrolled in the Student Management System and they decide to withdraw from the course enrolled, they can do so by completing the 'VET cancellation/withdrawal form'.

Course Completion

Students will need to be deemed competent as meeting the requirements of each unit/s of competency, to successfully complete the full qualification. The qualification will be issued within 30 days once all required units are completed, so long as a USI has been provided.

Issuing of Qualifications and Statements of Attainment

A student will be issued a transcript with a list of the competencies the student has achieved. The RTO will be responsible for issuing students with the AQF certification documentation within 30 calendar days of the final assessment being completed or when exiting the course to allow proof of competence to employers (or potential employers) and obtain any industry license or accreditation.

Work Health and Safety

The RTO has obligations under the *Work Health and Safety (National Uniform Legislation) Act 2011* to ensure the health and safety of all persons who may be affected by its operations and activities. Students have obligations under the *Work Health and Safety Act (National Uniform Legislation)* whilst participating in training. These obligations will be outlined during their induction sessions and at commencement of their training. For training in specific industry areas, workplace health and safety hazards will be incorporated into the training program.

Procedures and Policies

The department RTO has agreed to operate under the laws specific to VET. However, this does not mean that there are no other laws that affect the operations of the RTO. Students can find a list of the laws at the back of this handbook. Some that are important to students are mentioned within this handbook and will be spoken about at the induction. There is an RTO Code of Conduct which outlines the roles and responsibilities. The code ensures that students are given a safe and efficient training environment to learn. Students can read about the code in this handbook.

The RTO will inform students of any changes to the agreed delivery arrangements within a maximum of 30 days before changes come into effect. This includes any new third-party arrangements, changes in ownership, along with changes to any existing and new third-party arrangements.

RTO Code of Conduct

The RTO will:

- provide nationally recognised quality training for the qualifications on our scope of registration
- meet the requirements of Commonwealth and Territory legislation through the implementation of our policies and procedures
- focus on continuous improvement of the quality of client service by seeking feedback from students, staff and industry representatives
- provide a supportive learning environment where students are able to pursue individual education and training free from discrimination, victimisation, bullying and harassment
- maintain a learning environment that encourages and values the participation of students from all races, genders, religions and cultures including rural and remote students
- provide equal opportunities for students with disabilities and support their learning difficulties and additional needs
- market the RTO's services with integrity and professionalism, clarity and accuracy
- use qualified, vocationally competent training personnel and quality resources to support student learning
- have a clear and effective complaints and appeals procedure that keeps any student who has a complaint informed, protects their confidentiality and leads to improved services
- have an assessment process that embodies the principles of assessment and includes recognition of a student's current skills and experience by providing RPL assessment
- maintain the accuracy, integrity and privacy of our students' records and other documents containing personal or sensitive information.

The RTO will honour all guarantees outlined in the code and understands that if the obligations of this code or supporting regulatory requirements are not met, the RTO may have its registration as an RTO withdrawn.

If at any time, a student feels that the RTO is not abiding by the code, then they are encouraged to report the complaint/s to the trainer assessor or the RTO in writing via email rto.doe@education.nt.gov.au.

Student Code of Conduct

This code of conduct serves to provide both prospective and enrolled students with knowledge of their rights, obligations, and behavioural expectations that are required to be abided by throughout their course enrolment and learning with the NT Department of Education RTO. Prospective students will be required to acknowledge compliance to the student code of conduct during their enrolment process noting that failure to comply may result in disciplinary action taken by the RTO. Should you have any concerns or questions regarding this document and any of its contents, contact RTO via email on rto.doe@education.nt.gov.au.

Student Rights

Whilst undertaking learning with the RTO, you always have the right to:

1. have accurate, current, and relevant information to make informed decisions regarding your training
2. be treated fairly and with respect
3. learn in a supportive and safe environment free of discrimination and harassment
4. apply for credit transfer or recognition of prior learning
5. have your personal records kept private, subject to statutory requirements
6. have access to your personal records on request
7. be given information about assessment requirements at the beginning of a unit
8. receive feedback on your course performance
9. make a complaint about any staff member without fear of victimisation
10. have complaints dealt with fairly, sensitively, promptly, confidentially & without recourse.

Student Behavioural Obligations

Whilst undertaking learning with the RTO, you must:

1. treat people with respect and fairness
2. not do anything that could offend, embarrass, harass or threaten others
3. not do anything that compromises the safety or wellbeing of yourself or others
4. notify the RTO of any difficulties, student support required or issues concerning your participation, training, or assessment
5. show concern for others by refraining from using swear words, obscenities, or offensive remarks
6. not harass or disrupt others in the performance of their duties or in their learning.

Student Learning Obligations

Whilst undertaking learning with the RTO, you must:

1. attend and participate as required
2. complete all assessment task by agreed and set dates
3. complete all assessment tasks honestly without cheating
4. not claim as your own work, work taken from another source or work done by other people.

Behaviour Management Procedure

The department RTO is committed to provisions that ensure all young Territorians have a right to access quality education in a safe and supportive learning and training environment. The purpose of the 'behaviour management' policy is to support quality training and learning.

Unacceptable behaviour is defined as any behaviour that impacts the safety of the student or trainer assessor. The RTO aims to provide students with a learning environment free from bullying, aggression, disruption and violence in any form.

The following behaviour will not be tolerated, and consequences will occur:

- assault
- verbal abuse
- discrimination
- sexual harassment
- property offence (this includes destruction, defacement and breakage of property)
- substance use or possession
- weapons offence – possession and/or use
- stealing
- obscene and/or offensive acts.

Consequences are defined as the outcome of unacceptable behaviour occurring. The RTO aims for all students and trainer assessors to train and learn in a safe environment. Students who exhibit unacceptable behaviours must accept responsibility for themselves and their actions. RTO staff are required to follow the '**behaviour management procedure**'.

Unacceptable behaviour will be assessed, and the consequences will be determined between the trainer assessor, training manager, assistant director and school principal, in line with the '**behaviour management procedure**'.

The following may occur for unacceptable behaviour:

- time-out strategies
- withdrawal of privileges
- detention
- restorative processes
- written warning
- contact parents
- suspension from program
- removal from program
- police involvement.

Complaints and Assessment Appeals

RTO has a fair and equitable process for expressing complaints and lodging assessment appeals. All grievances will be handled in accordance with the relevant procedures. Complaints are handled in accordance with RTO 'complaints and appeals' procedure.

- Weblink to procedure: '[procedures and guidelines](#)' | Education RTO ([nt.gov.au](#))
- Complaints form can be found here: 'complaints form'

Mobile Phones

The use of mobile phones by students during class times must be managed in accordance with the department's 'mobile phones and electronic devices in the school environment' policy and the individual school's procedures for governing the use of electronic devices within the school environment. Exceptions to this policy may occur when using a mobile phone as directed by the trainer assessor for assessment.

Student Records

All students will have access to their personal records retained by the RTO under the *Information Act (2003)* by going through the RTO's Record Management System. Students can seek copies of their own records by writing an email of this request to rto.doe@education.nt.gov.au.

Requesting change of personal details

If your personal details change during the time you are enrolled with us, prior to issuance of your qualification or statement of attainment, you must advise the RTO in writing via email rto.doe@education.nt.gov.au.

Privacy and Confidentiality - AVETMISS Reporting and Student information

Under the *Data Provision Requirements 2012*, the RTO is required to collect personal information about students and to disclose that personal information to the National Centre for Vocation Education Research Ltd (NCVER).

Students' personal information (including the personal information contained within the 'enrolment form' and training activity data) may be used or disclosed by the RTO for statistical, regulatory and research purposes. The RTO may disclose students' personal information for these purposes to third parties, including:

- school – secondary students undertaking VET, including a school-based apprenticeship or traineeship
- employer – if students are enrolled in training paid by an employer
- Commonwealth and State or Territory Government departments and authorised agencies
- NCVER
- organisations conducting student surveys
- researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET qualification or statement of attainment and populating authenticated VET transcripts
- facilitating statistics and research relating to education, including surveys
- understanding how the VET market operates, for policy, workforce planning and consumer information
- administering VET, including program administration, regulation, monitoring and evaluation.

Students may receive a NCVET student survey which may be administered by a NCVET employee, agent or third-party contractor. Students may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose personal information in accordance with the *Privacy Act 1988* (Cth), the 'VET Data' policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

Why we collect your personal information

As an RTO, student personal information will be collected to allow the process and management of enrolment in a VET course.

How we use your personal information

The RTO uses student personal information to enable the delivery of VET course to students and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

The RTO are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETRA Act)) to disclose the personal information collected about students to the National VET Data Collection kept by NCVET. The NCVET is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

The RTO are authorised by law (under the NVETRA Act) to disclose student personal information to the relevant state or territory training authority.

The Department of Education and Workplace Relations (DEWR) is authorised by law, including the Privacy Act and the NVETRA Act, to collect, use and disclose student personal information to fulfil specified functions and activities. For more information about how the DEWR will handle student personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

Students may receive a student survey which may be run by a government department or a NCVET employee, agent, third-party contractor or another authorised agency. Please note students may opt out of the survey at the time of being contacted.

RTO Contact information

At any time, the RTO can be contacted to:

- request access to student personal information
- correct student personal information
- make a complaint about how the student personal information has been handled
- ask a question about this privacy notice.

Your Learning Experience

Please don't hesitate to contact the trainer assessor or RTO staff if there are any further questions in writing via email rto.doe@education.nt.gov.au.

We look forward to sharing this learning experience with you and wish you all the best on your learning journey.

Appendix

Legislative Requirements

The Registered Training Organisation will meet all legislative requirements of the Territory and Federal Governments. Legislation which has been identified as being applicable to this organisation and the training it delivers is:

General

- *Education Act 2015 (Northern Territory)*
- *Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)*
- *Information Act 2002 (Northern Territory)*
- *Racial Discrimination Act 1975 (Commonwealth)*
- *Anti-Discrimination Act 1992 (Northern Territory)*
- *Northern Territory Employment and Training Act 1991*
- *Copyright Act 1968 (Commonwealth)*
- *Work Health and Safety (National Uniform Legislation) Act 2011*
- *Work Health and Safety (National Uniform Legislation) Regulations 2011*
- *Mobile Phones and Electronic Devices in the School Environment.*

Education

- *Care and Protection of Children Act 2007*
- *Care and Protection of Children (Children Services) Regulations 2007*
- *Education Act 2015 (Northern Territory)*
- *Education (Board of Studies) Regulations 1984.*

Training

- *National Vocational Education and Training Regulator Act 2011*
- *National Vocational Education and Training (Consequential Amendments) Act 2011*
- *National Vocational Education and Training Regulator (Transition Provisions) Act 2011*
- *Fit and Proper Person Requirements 2011*
- *Financial Viability Risk Assessment Requirements 2011*
- *Data Provision Requirements 2012*
- Specific legislation relating to relevant units of competency have been identified